



ILOVEMYLMH  
neighbourhood

Liverpool Mutual Homes  
East Area  
Cantril Farm

*Pride in Our Homes, Proud of Our Neighbourhoods*

# I love my neighbourhood

## East Area - Cantril Farm Neighbourhood

### My Neighbourhood

The Cantril Farm neighbourhood has a total population of 4,723. There are some tree lined streets and roads and some cul-de-sacs. The average house price is £106,810 with an average household income of £25,000 - £28,000 pa. There is a good tenure mix in this area with properties registered to social landlords alongside private developments. LMH manage 243 houses in the area, ranging in size with 2, 3, and 4 bedrooms built between 1961 and 1967. As at March 2010, the Cantril Farm neighbourhood had just over a quarter (27%) of its stock in need of works to meet the Decent Homes Standard.

These properties were amongst the first of the LMH total housing stock to receive new windows and doors in April 2008 as part of the improvement programme and have subsequently had new cladding, rain water goods and central heating. Parking can sometimes be an issue as not all the houses have their own off street parking and there has been occasional vandalism to vehicles. The greenery/grassed areas are well maintained and the area as a whole is very settled. In close proximity, there is the Mab Lane Primary School which is surrounded by large playing fields.

The Cantril Farm neighbourhood falls within the Yew Tree ward.

LMH also has a number of garages in the Cantril Farm neighbourhood. Whilst many of them are used and maintained, a number of the sites are in disrepair and /or are no longer used by customers. Therefore an appraisal of the garages will be undertaken to assess their long term viability.

Average house price:












£106,810

LMH houses:

243

Decent homes:

73%

Indicator	Rating
Abandoned Properties	 gold
Tenancy Turnover	 gold
Lettable Voids	 gold
Bids Per Neighbourhood	 silver
Average Rent Arrears	 silver
Average Repair Costs Per Property	 bronze
Long Term Unemployment	 silver
Household Income	 silver
Education Attainment (5 GCSE's Grade C & Above)	 gold
Crime Burglary	 gold
Worklessness	 bronze
<b>Overall Neighbourhood Rating</b>	 gold

## Abandoned Properties

From a housing management perspective, there are no concerns in terms of the number of abandoned properties or the average time people choose to stay in their homes with both of these factors having a gold rating in the Cantril Farm neighbourhood.

## Lettable Voids

Lettable voids are also gold which means that the few properties that did become vacant were relet within target time.

## Bids Per Neighbourhood

Bids per neighbourhood is silver, it is not really a concern as this is expected to be low because there are very few vacant properties in the neighbourhood throughout the year. In general terms, these factors indicate a sustainable neighbourhood with a good level of demand and a low turnover of vacant properties. It could also be argued that bids are low because people do not bid for properties in this area as they do not expect to be successful due to the existing demand.

## Rent Arrears, Long Term Unemployment & Levels of Household Income

Household income is directly affected if there are members of the family who are long term unemployed or on low incomes and this does impact

on the level of rent arrears. Worklessness (adults of working age in receipt of benefit) is bronze, a significant issue and this coupled with long term unemployment indicates that issues may be more chronic in nature and affect different generations within the same households.

## Average Repairs Costs Per Property

The repair cost category gives an indication of the amount of money spent on repairing properties within the neighbourhood. The repairs are a combination of the following:

- Properties lacking investment which will be tackled by the improvement works.
- Repairs outside the normal, expected 'wear and tear' - in this instance the terms of the tenancy agreement will be enforced i.e. rechargeable repairs.
- Particular repairs are costly i.e. roof or chimney repairs require scaffolding which adds to the total cost of the job.

The bronze score for this indicator tells us that the volume/cost of repairs have reached significant levels, above the average for LMH stock across the city.

## Overall Neighbourhood Rating

The overall neighbourhood rating is gold but the indicators suggest that intervention should be made in the following areas:-

- Rent arrears performance
- Long term unemployment and household income
- Worklessness in the neighbourhood
- Repair costs



## Neighbourhood Plan Summary

Key neighbourhood issues	Levels of worklessness Rent arrears Repairs costs		
Overall priorities & key business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of ASB Make Cantril Farm a sustainable neighbourhood where people choose to live		
Key agencies	LCC, Fusion 21, KHT, Villages Housing, RAISE, Citysafe partners including Merseyside Police		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 year Investment Programme	To be completed end of 2013	Reduce levels of non decency  Increase energy efficiency and reduce fuel poverty	LMH contractors and Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources
Work in partnership with other housing providers & agencies to reduce worklessness	Ongoing	Reduce workless and unemployment in LMH neighbourhoods	LMH Regeneration Team
Future Jobs Fund placements	2010-2012	Increase employment opportunities	Fusion 21, LMH Regeneration Team and Housing Team, contractors and suppliers
Signposting to outside agencies	Ongoing	Increase awareness of advice agencies and remove barriers to employment	LMH Team, Customer Involvement Officers (monitored by LMH Regeneration Team)

Financial Inclusion/ Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
Signpost to RAISE	Ongoing – reviewed annually	Maximise residents income	LMH Income Team
Signpost to Trading Standards to for loan sharks	Ongoing	Reduce levels of debt and as a result, increase rent collection	LMH housing and customer staff
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Promote “home access” scheme	March 2011-2013	To increase customer access to the internet	Promotion by LMH
Antisocial Behaviour/ Crime & Burglary	Estimated Timescale	Goals	Delivery/Resources
Cross border meetings	Ongoing	Partnership working – share best practices	Safer Estates Officer
Purchase graffiti removal machine	2010	Reduction in time taken to remove graffiti and increase customer satisfaction	LMH contractors
Fuel Poverty/ Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
Signpost to advice agencies for advice on available benefits	Ongoing	Affordable warmth	RAISE/ housing staff
Work in partnership with EDF to install cavity wall and loft insulation	2010-2013	Increased energy efficiency and reduced fuel bills	LMH Investment Team and contractors

Key Contact: Ray Ellison – Area Manager

Sample of interventions in neighbourhood. If you would like a full list visit our website at [www.liverpoolmutualhomes.org](http://www.liverpoolmutualhomes.org)



Focus on Customers



Focus on Communities



Focus on Partnerships



Focus on Colleagues



Focus on Governance



Focus on Diversity



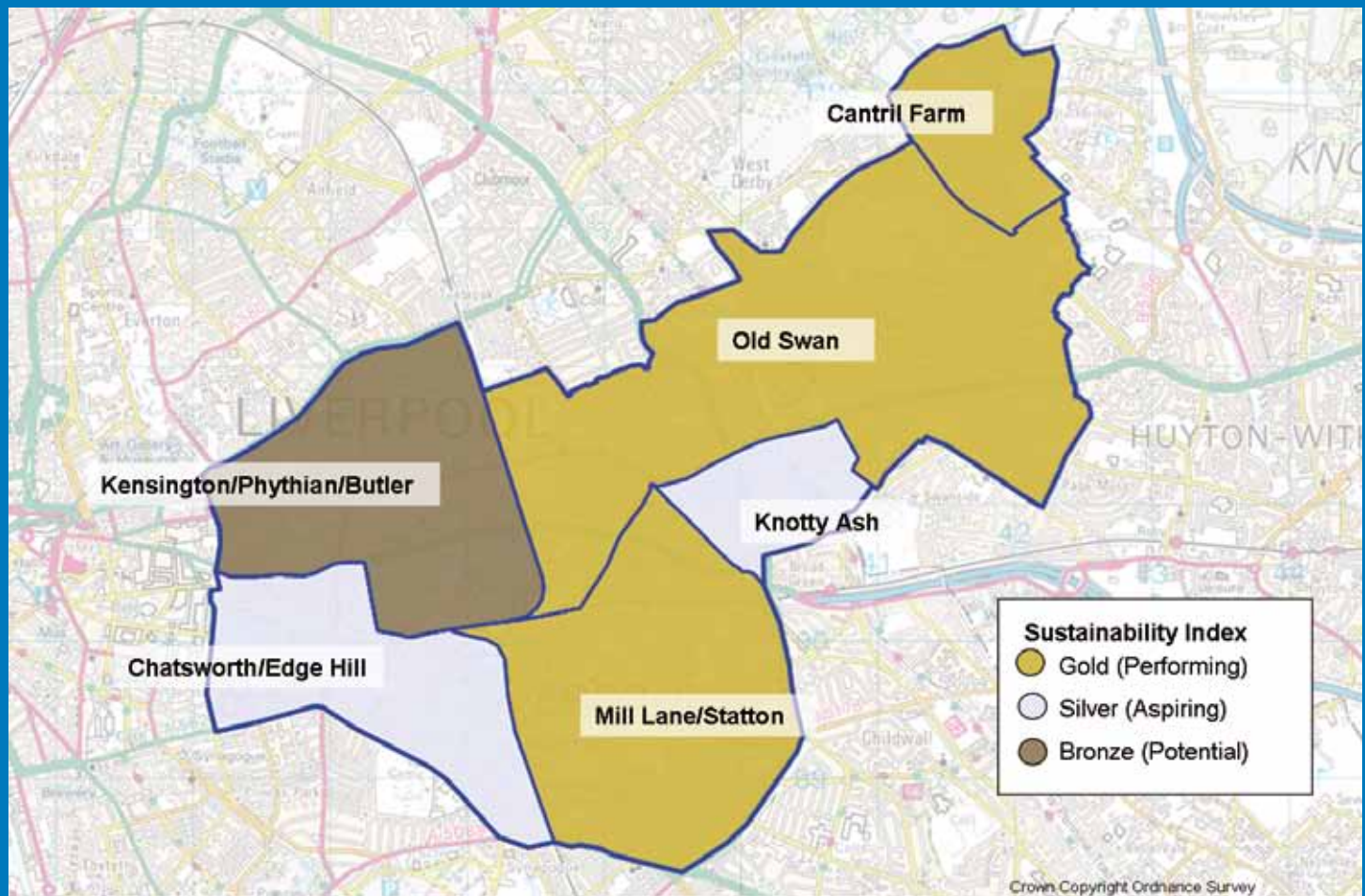
Focus on Homes



Focus on Improvement



Focus on Viability and Value for Money



#### Useful LMH phone numbers:

Repairs - 0800 678 1894

Gas servicing - 0800 678 1894

For housing management, rents, allocations, anti-social behaviour, adaptations and general enquires about your LMH home:

East Area Housing Office - 0800 678 1891

Head Office - 0800 678 1890

RAISE (money advice) - 0151 291 7850

#### Useful Liverpool City Council phone numbers:

Rubbish collection, removal of unwanted bulky items, fly tipping, graffiti removal, street lighting, pest control, recycling, abandoned vehicles - 0151 233 3001

Council Tax enquiries - 0151 233 3008

Housing & Council Tax Benefit enquiries - 0151 233 3009

Local One Stop Shop - 0151 233 3016